

NCDSS Strategic Planning Process  
Project Management Team Meeting Minutes  
Raleigh, NC  
April 10<sup>th</sup>, 2007

The NCDSS Strategic Planning Process Project Management Team met on April 10th, 2007, at 1:00 P.M. in Room 511-at the CSE Terminal Drive location in Raleigh, NC.

Members present were:

Gloria Duncan, Joyce Parker, Belivia Aponte, Johnice Tabron, Linda Darden, JoAnn Freeman, Neil Walters, R. Patrick Betancourt, Sandra Chestnut, Rudy Wilson, Carlotta Dixon, Debbie Gallimore, Sani Ibrahim, Teresa Turner and Astra Kirksey.

Absent:

Laura Bryant, Belinda Autry, Sandy R Smith and David Locklear were all at the Food Stamps conference.

Gary Nohr and Rod Walton were absent as well

Kathy Sommese had a 7lb 7oz 21” little boy on March 31, 2007- William Anthony Stephenson. Mother and baby are doing great.

Teresa Turner began the meeting by welcoming everyone, reviewing the minutes, and reviewing the agenda.

Sani Ibrahim joins us from Program Enhancement with CSE

Teresa verified everyone received the minutes and everyone did. The DSS Strategic Planning email group was checked by Linda Darden and Carlotta Dixon and everyone was in the group.

Note: When you send an email from the [DSS.Strategic.Planning@ncmail.net](mailto:DSS.Strategic.Planning@ncmail.net) you will not receive a copy of the email. Linda stated the account is setup to not send a copy of the email to the person sending the information. Linda stated your copy is in your sent box.

The next big committee meeting is scheduled for April 24th, 2007 from 1:00 until 4:30 at the CSE Terminal drive location. The Communications Group will provide drinks and snacks at the next meeting.

Group responded survey was not to go to EMT prior to going out to everyone else so it was not sent to EMT.

Teresa states after they met with EMT on April 3<sup>rd</sup>, 2007 an email was sent to the group to answer the following questions:

- 1) What is your general impression of the process so far?
- 2) What are some of the ways we can make to ensure we are responsive to your planning needs?
- 3) What are you hearing from staff?
- 4) How can you, as executive managers, support the process and encourage others to do so?
- 5) What general feedback would you like to give us?

EMT has 9 members- Jane Schwartz, Jane Smith, Hank Bowers, Sherry Bradsher, Gwen Sanders, Esther High, Barry Miller, JoAnn Lamm and Sarah Barham.

Teresa had responses thus far from Barry Miller and Esther High (two biggest sections). Copies of their responses were given out at the meeting. Any EMT person that may have been out the last couple of days may not have had enough time to respond by the time of the meeting.

The responses from Barry Miller and Esther High were very informative and supportive of the Strategic Planning Committee. Questions were raised about communication of what the committee is doing and exactly what our purpose is. Keeping every DSS employee informed of committee findings and how information will be given to the Executive Management Team.

- Some of the changes EMT are already working on -
  - Telephone Directory with all DSS employee's names, phone number and section
  - A General Work Chart of the Division and each section

### **COMMUNICATIONS COMMITTEE**

Working on the following:

- An internal web page for the strategic planning committee for everyone in the division to view with an introductory paragraph about the committee
- Minutes, survey link and results, focus questions, locations, and dates
- Strategic Planning meetings, activities, committee's and members
- DSS staff updates and a chance to participate with questions or concerns
- 10 top questions, concerns and issues for managers and employees in regards to the strategic planning committee:
  - put survey on agenda for staff meetings
  - being positive about the entire process
  - no section will be devoted to management everything will be for all DSS employees
  - encourage staff to be open and talk
  - provide continuous feedback
- Twice monthly emails will be sent from the Communications Sub Committee to

inform all DSS employees what is happening with the Strategic planning group.  
SPC Communications account will send out the introduction to the survey along with the instructions and link to take the DSS survey  
Three reminder emails will be sent on 4/13, 17 and 19, 2007 before the survey  
Closes on the 20<sup>th</sup> of April to remind everyone to take the survey  
When the survey response date is reached an email will be sent to all DSS employees thanking everyone for participating in the survey and informing them about what will happen with the data

The link with information regarding the survey will be sent to all DSS employees towards the end of the month

Please send any information you wish to have Patrick include in the email that will be sent by the communications committee to DSS employees this month.

Keep communication lines open between the committee and DSS employees.  
We want information that is being given to be the same for all DSS employees.

### **SURVEY COMMITTEE**

Introduction to the survey will also include information that the link will bring you back to your place if you have to leave the survey, who to contact if you have problems with the survey and where to take the survey.

Survey will need to be taken through Internet Explorer and not Netscape.

Linda Darden 733-8252 will be the contact person if anyone has problems with the survey

Linda and Patrick will get together on April 11<sup>th</sup> to finalize the survey and get it out

Address will be sent to check the number of participants that have taken the survey to the big committee.

Strategic planning members need to take the survey as soon as possible to catch any issues, problems or concerns to help others.

The survey will close on Friday, April 20<sup>th</sup>, 2007.

### **LOGISTIC GROUP**

Any corrections, changes or updates can be sent to Astra.

Whatever is needed for the committee meetings should be emailed to Sandy R Smith and Astra Wilson Kirksey 5 days prior to the meeting.

Communications committee will be providing snacks at the next meeting on April 24<sup>th</sup>.

Joyce volunteered to help with setup for the meeting at CSE.

### **FOCUS GROUP**

Reviewed draft letter to be sent to all DSS employees regarding the focus groups.

Suggestions were made for information that needed to be included in the letter such as how much time will be needed for the groups, what part of the state the groups will be held in, number of facilitators and note takers, how many people will participate in each session, the dates of the focus groups.

The focus group committee will redo the letter before submitting it to the Communications committee to be sent to everyone in DSS.

Teresa and Sandra are recruiting facilitators for the focus groups.

There will be 10 focus groups held throughout the state and approximately 15 people in each session.

Two facilitators and 1 note taker will preside in each session.

Barb Kuntz will hold two sessions to train facilitators and note takers for the focus groups.

### **DATA ANALYSIS & REPORTING Committee**

Teresa requested the Data & Reporting committee put together information gathered from the survey to present at the next large committee meeting.

This will enable the committee to review the survey results and discuss the findings.

Sandra suggested the Mission and Vision should be included on all communications from the NC DSS Strategic Planning Committee

Sandra wanted to know what we have already for snacks for the committee:

- Soda-Ginger Ale, Orange and Coke

- Paper products-napkins, forks, spoons, cups and plates

- Cheese and Peanut Butter Crackers

- Potato Chips-BBQ and Plain

- Crackers

Next meeting we will discuss the survey and what is going on with the focus groups.

Pluses and Wishes:

- We are on target

- Survey is ready to be sent

- Nice seeing survey and going through it

Meeting Adjourned at 3:47

Note: We talked about the EMT response more in details but I was unable to put all that information in our minutes as they would have been 20 pages long.